



CANNON BUILDING  
861 SILVER LAKE BLVD., SUITE 203  
DOVER, DELAWARE 19904-2467

STATE OF DELAWARE  
**DEPARTMENT OF STATE**

DIVISION OF PROFESSIONAL REGULATION

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<b>PUBLIC MEETING NOTICE:</b>	<b>Delaware Board of Funeral Services</b>
<b>DATE AND TIME:</b>	<b>Wednesday, May 26, 2010 at 10:00 a.m.</b>
<b>PLACE:</b>	861 Silver Lake Boulevard, Dover, Delaware <b>Conference Room B</b> , second floor of the Cannon Building

**AGENDA**  
**(Amended items are indicated by an asterisk\*)**

- 1.0 Call to Order
- 2.0 Review and Approval of Minutes
  - 2.1 September 30, 2009
  - 2.2 February 16, 2010
  - 2.3 March 24, 2010
- 3.0 Unfinished Business
  - 3.1 Funeral Establishment Permit – Evan W. Smith Funeral Services
  - 3.2 Strategic Planning – Develop a new strategic plan
  - 3.3 Rules and Regulations
- 4.0 New Business
  - 4.1 Review of Final Reports (approval to sit for state exam) - None
  - 4.2 Continuing Education Application
    - 4.2.1 C.O.E. Continuing Education – 10 Hour Funeral Composition
    - 4.2.2 Education Workers Group – Upselling Without Upsetting the Client
    - 4.2.3 Education Workers Group – Modern Funeral Customs
    - 4.2.4 Education Workers Group – Understanding Hospice and Pallative Care
    - 4.2.5 ICCFA University – College of Sale & Marketing
    - 4.2.6 ICCFA University – College of Land Management & Grounds Operations
    - 4.2.7 ICCFA University – College of Funeral Home Management
    - 4.2.8 ICCFA University – College of Cremation Services
    - 4.2.9 ICCFA University – College of Administration & Management
    - 4.2.10 Catholic Cemeteries Inc – Theology & Practice Christian Rites of Burial
    - 4.2.11 DE State Funeral Directors Association – Advanced Restorative Art
    - 4.2.12 DE State Funeral Directors Association – What is Your GRASP on Cremation Consumers?

- 4.2.13 DE State Funeral Directors Association – The Devil's in the Details: Customer Loyalty is Not Built from 30,000 Feet
- 4.2.14 DE State Funeral Directors Association – DSFDA Convention Expo (3/25/10)
- 4.2.15 DE State Funeral Directors Association – Estate & Business Succession Planning
- 4.2.16 DE State Funeral Directors Association – The History of the Medical Examiner's Office in Delaware
- 4.2.17 DE State Funeral Directors Association – Oh No, They're Crying: What's So Normal About Grief?
- 4.2.18 DE State Funeral Directors Association – DSFDA Convention Expo (3/26/10)

4.3 Approval Ratification(s)

- 4.3.1 William T. Harra – Resident Intern

4.4 Review of Application for Licensure by Examination

- 4.4.1 William D. Zwicharowski

5.0 Complaints

- 5.1 Assigned
- 5.2 Sent to Attorney General's Office
- 5.2 Closed

6.0 Other Business before the Board (for discussion only)

7.0 Public Comment

8.0 Next Meeting – July 28, 2010 at 10:00 a.m.

9.0 Adjournment

**Please Take Note:** To assure consideration of an application at a meeting, the Board office must receive all of these items no later than 4:30 p.m. ten full working days before the meeting date:

- Completed, signed and notarized application form,
- Fee payment, and
- All required documentation.

A final amended agenda will be published to reflect any items received after the original agenda is posted.

Unforeseen circumstances may result in a meeting being cancelled due to a lack of quorum.

Pursuant to 29 Delaware Code, Section 10004(e)(2), the Board shall pre-announce or pre-publish all Executive Sessions; however, such agenda shall be subject to change to include additional items including Executive Sessions which arise at the time of the body's meeting.

**MEMBERS: PLEASE CALL THE BOARD OFFICE AT 302-744-4500 OR EMAIL [customerservice.dpr@state.de.us](mailto:customerservice.dpr@state.de.us) IMMEDIATELY IF YOU CANNOT ATTEND THE MEETING. THANK YOU.**